



## Troubleshooting Sign-in App

1. Purpose of this document .....	2
2. Common issues .....	2
3. Troubleshooting: Check your connection.....	3
4. Troubleshooting: Check your username / password .....	6
5. Troubleshooting: Request new password .....	7
6. Troubleshooting: Enter correct password in the App .....	9
7. Troubleshooting: Check connection in the App .....	10





## 1. Purpose of this document

You have problems with signing in to our mobile application.

## 2. Common issues

The basics requirements are:

1. You have to have a good connection. Please note that a good Wifi connection, not always means that you have a internet connection. ( You can have good connection to the the Wifi of the location, but the location may restrict the internet bandwidth in the background. Most common are e.g. hotels, convention centres, guest Wifi access points)
2. You (your organization) has to have a valid subscription.
3. You have to be authorized to use the app and have the correct user-rights. Your administrator should have given you the right to “Inspect”.
4. You have to have the account type “normal”. The account type “action-only” is not allowed to do inspections with the App.
5. You can use a maximum of 2 devices at the same time. We register your devices. If you have a new device or when you have re-installed our App on an existing devices, you have to update the registered devices.

Most problems with sign-in are username of password related. Please be aware of the following:

6. The username is automatically set to lowercase in the background.
7. Important to know: the password for the mobile App and the Website (easytoinspect.com) are the same.  
If you have changed the password for the website, it is not automatically changed in the App. You have to change this password in the App manually!
8. The password is case-sensitive.





### 3. Status messages in the App

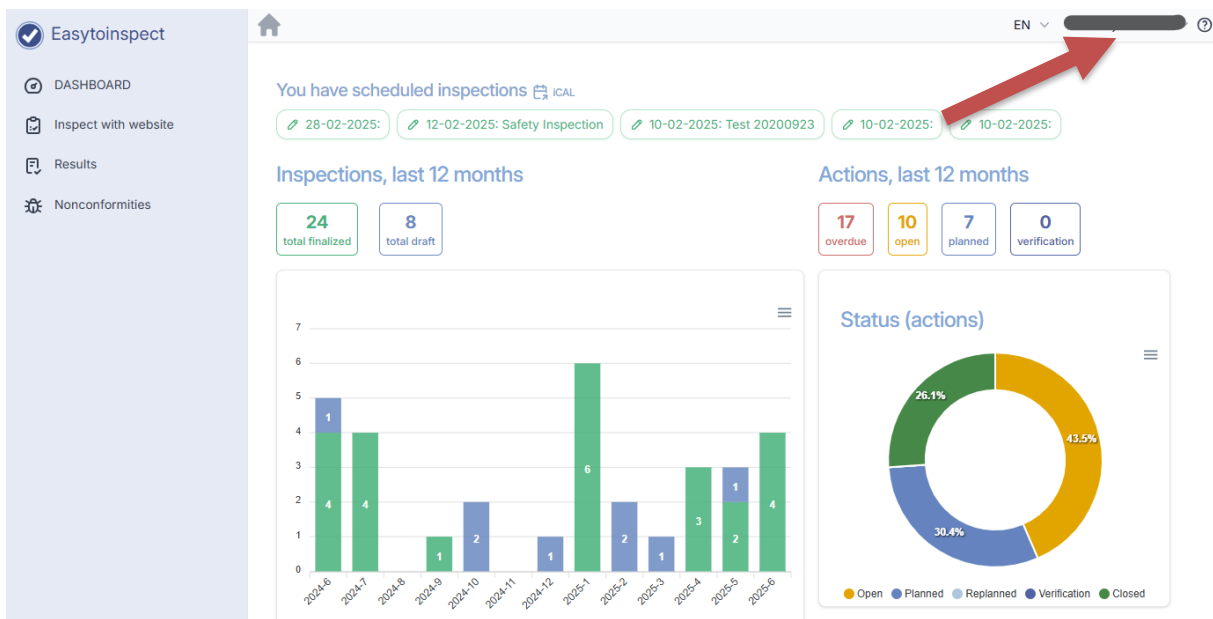
Code	Status	Solution
401	<b>Credentials not valid</b> Your credentials are not valid. Please check that you have entered the correct username and password. Check our help-guide or contact your administrator.	You have entered an incorrect username and/or password. Follow the troubleshooting steps in the next chapters.
402	<b>Subscription not valid</b> Your organization does not have a valid subscription. Please contact your administrator.	The subscription of your organization has expired. Please contact your administrator or if you are the administrator, go to our website, choose Settings (left hand bottom corner) → My Subscription and renew the subscription.
403.1	<b>No mobile inspection allowed</b> You cannot perform an inspection with the mobile app because you do not have the necessary user rights. Please contact your administrator.	The user right 'Inspect' is not enabled for your user account. Please contact your administrator or if you are the administrator, go to our website, choose Settings → My Users → Edit the User → Assign the user right 'Inspect' → Save
403.2	<b>Wrong user-type</b> You have been assigned the 'action-only' user-type. You now can only handle actions on our website. Please contact your administrator to change your user-type, so you can also conduct inspections with the mobile App.	The account type 'Action-only' is enabled for your account. Please contact your administrator or if you are the administrator, go to our website, choose Settings → My Users → Edit the User → Assign account type 'Normal' → Save
403.3	<b>User not active</b> You can't use the mobile app to inspect, because your account has been disabled by your administrator. Please contact your administrator.	The user account is disabled. Please contact your administrator or if you are the administrator, go to our website, choose Settings → My Users → Enable the User
403.4	<b>To many devices</b> You have tried to log in from more devices than you are allowed to. Please go to our website and delete any inactive devices.	There are already 2 devices registered. Please remove the one you are no longer using. Go to our website, sign-in and click on your name (right hand top corner). Open the my devices menu and press delete button for the device you are no longer using.
500	<b>Server error</b> There was a problem processing your data on our server. Try again later. If the problem continues, please contact us at support@easytoinspect.com.	There is problem in the connection to our server or an issue on our platform. This is usually a temporary disruption in one of the many 'moving parts' of our platform. Please try again later that the day or the next day. If the issue persists please contact us.



#### 4. Troubleshooting: To many devices

You can use a maximum of 2 devices at the same time. We register your devices. If you have a new device or when you have re-installed our App on an existing devices, you have to update the registered devices. Please go to our website, sign-in, click on your username (in the menubar top righthand and click on My devices) and remove the device that is no longer in use.

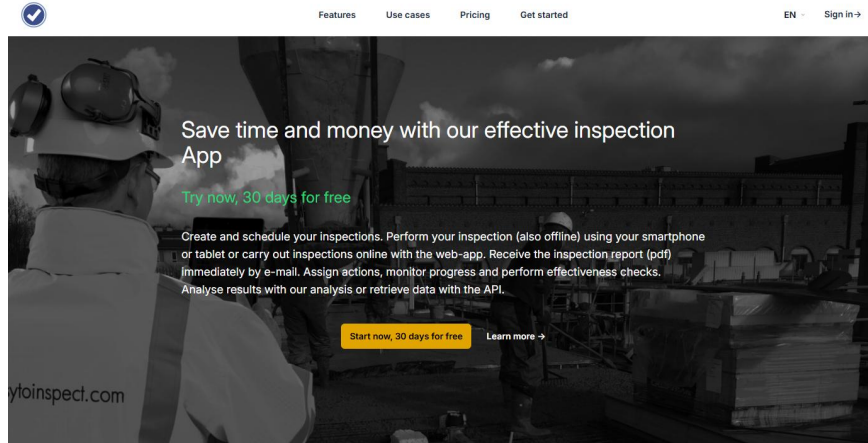
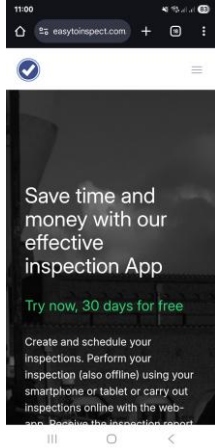
If you sign-in again in the app, the new device will be registered automatically.





## 5. Troubleshooting: Check your connection

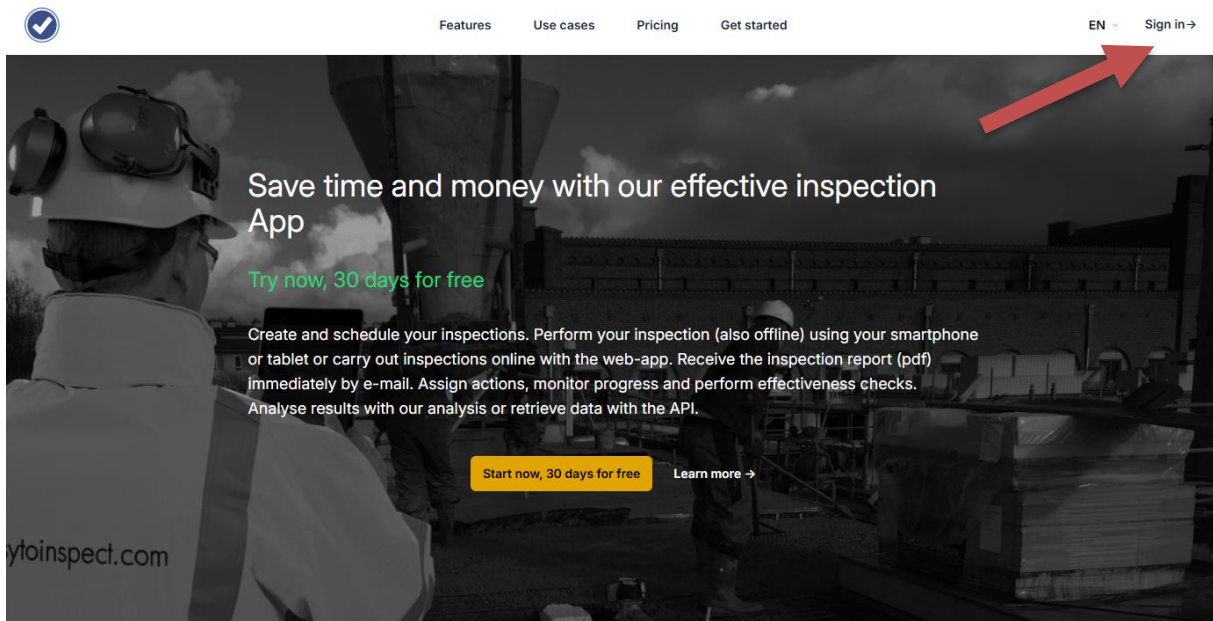
Open a browser on your mobile device and go to <https://www.easytoinspect.com/>  
You should get our website, depending on your device it may look like any of these:





## 6. Troubleshooting: Check your username / password

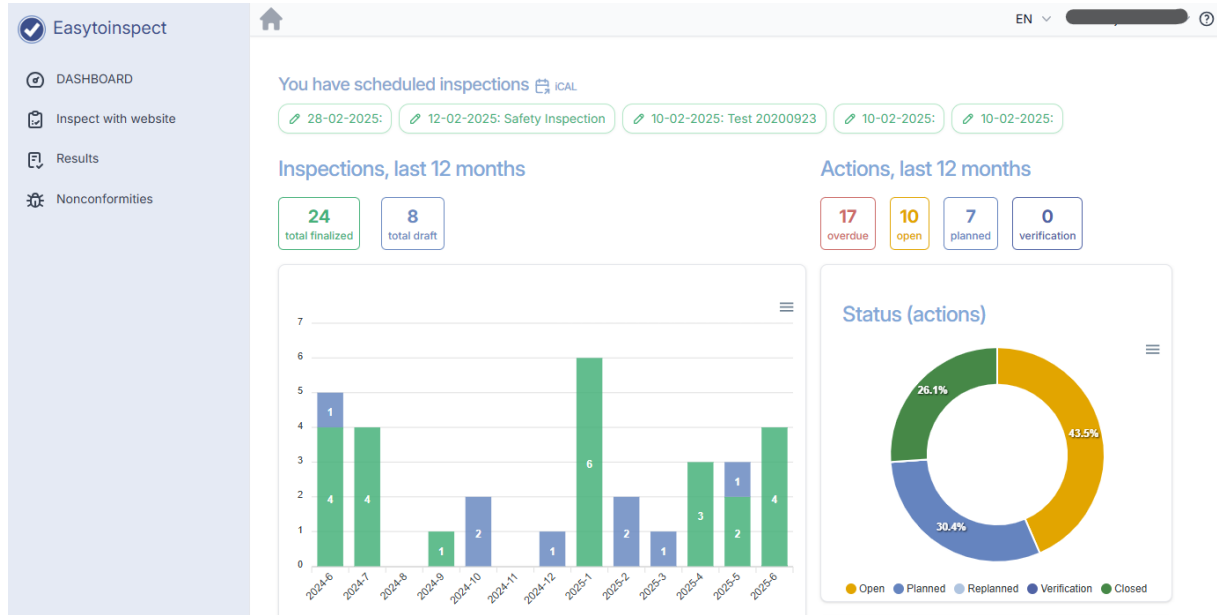
Please go to [www.easytoinspect.com](http://www.easytoinspect.com) and choose sign-in.



Sign-in there with your user-password combination. Please do this manually, donot use a stored password or a password manager. You have stored the another password automatically in the past.



If you are signed in then you know that your password is ok.

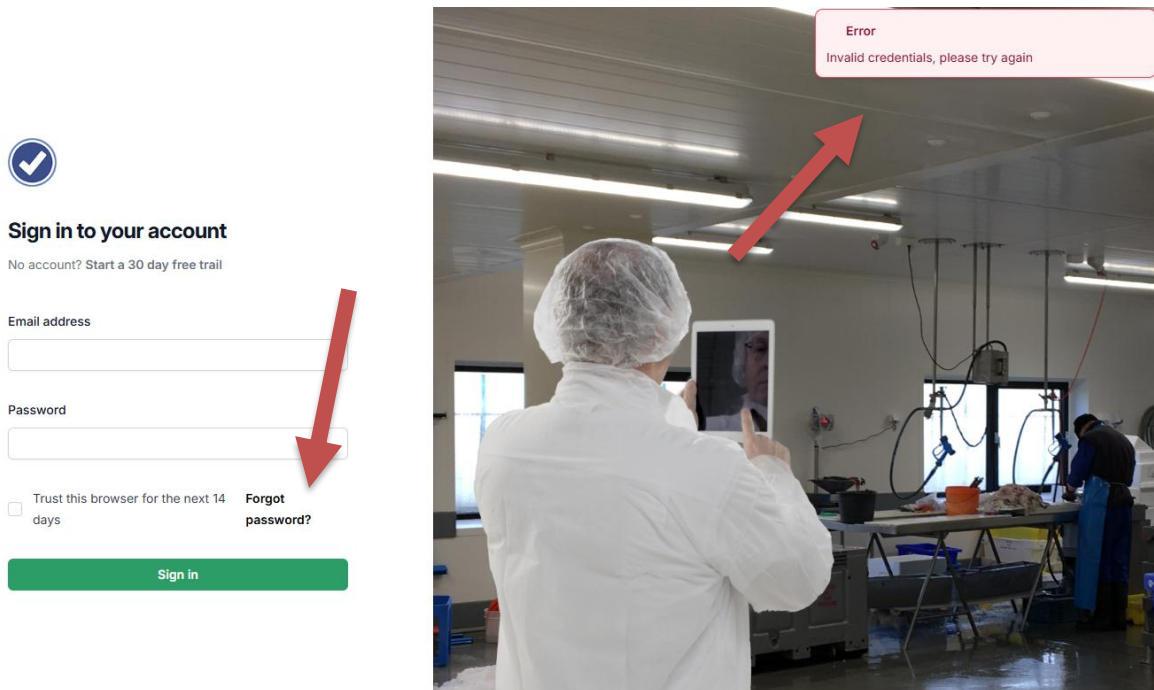


The dashboard shows a sidebar with navigation options: Easytoinspect, DASHBOARD, Inspect with website, Results, and Nonconformities. The main content area displays:
 

- You have scheduled inspections:** 28-02-2025, 12-02-2025: Safety Inspection, 10-02-2025: Test 20200923, 10-02-2025, 10-02-2025.
- Inspections, last 12 months:** 24 total finalized, 8 total draft.
- Actions, last 12 months:** 17 overdue, 10 open, 7 planned, 0 verification.
- Status (actions):** A donut chart showing 43.5% Open (yellow), 26.1% Closed (green), 30.4% Verification (blue), and 0% Replanned (light blue).
- Inspection Bar Chart:** Shows data for months from 2024-6 to 2025-6. Finalized (green) counts are: 4, 4, 1, 2, 1, 6, 2, 1, 3, 2, 4. Draft (blue) counts are: 1, 0, 0, 2, 0, 0, 1, 0, 0, 1, 0.

## 7. Troubleshooting: Request new password

If not please you will see an error message in the top right hand corner (in a red box). Please use “Forgot password” to request a new password.



The sign-in page includes the Easytoinspect logo, the heading "Sign in to your account", and a link for "No account? Start a 30 day free trail". It features input fields for "Email address" and "Password", a checkbox for "Trust this browser for the next 14 days", and a "Forgot password?" link. A green "Sign in" button is at the bottom. An error message box in the top right corner of the page reads "Error Invalid credentials, please try again". A red arrow points from the error message to the "Forgot password?" link.



### Forgot your password

No account? Start a 30 day free trial

Email address

Send password reset instructions



Follow the instructions in the email and reset your password.  
If you have a new password, please try again:



### Sign in to your account

No account? Start a 30 day free trial

Email address

Password

Trust this browser for the next 14 days [Forgot password?](#)

Sign in



If you are signed in then you know that your password is ok.

Note: don't forget to update your passwordmanager (if you use one).





## 8. Troubleshooting: Enter correct password in the App

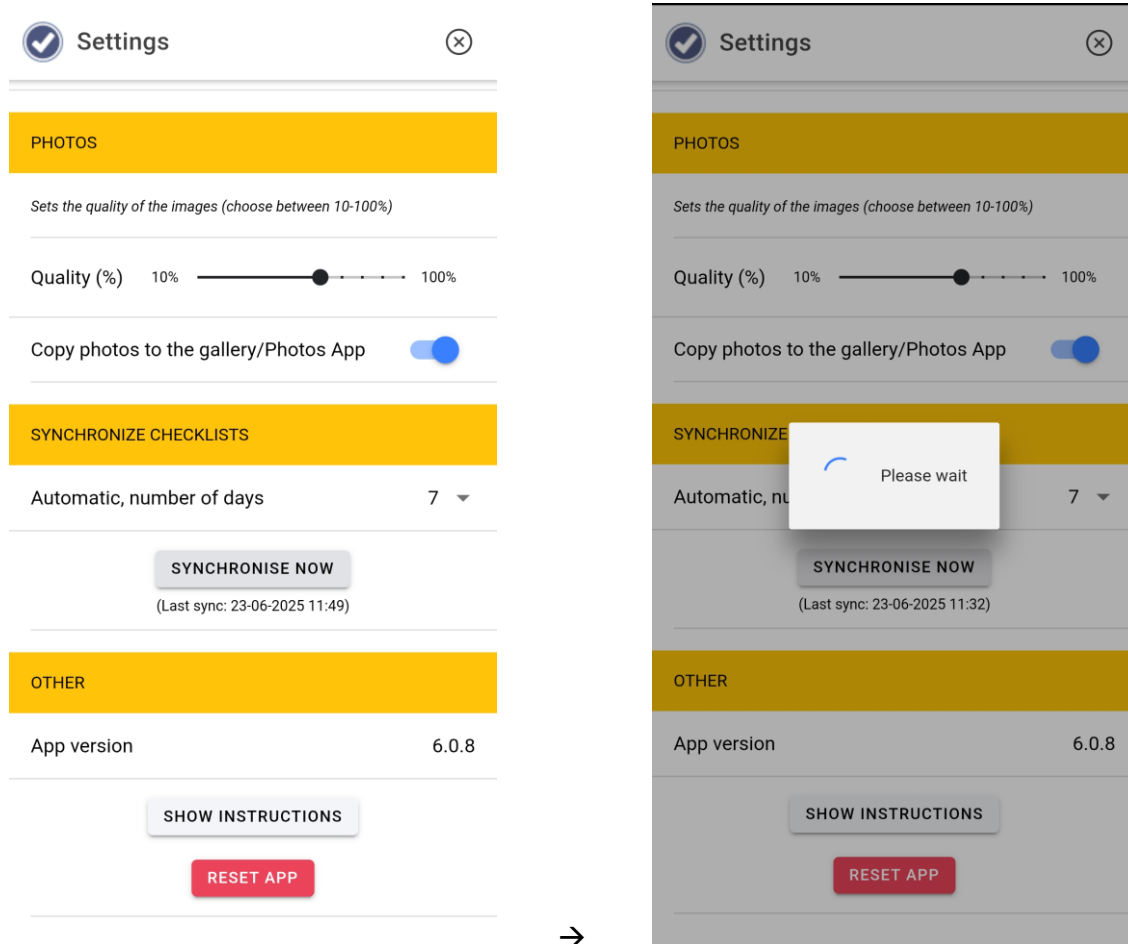
If you know the correct password, please open to the Easy to Inspect App and go to the settings option. There select the option “enter changed password”.

The screenshot shows the 'Settings' screen of the Easy to Inspect app. At the top, there is a 'Settings' header with a checkmark icon on the left and a close icon on the right. Below this is a yellow section header 'ACCOUNT DETAILS'. Underneath, there is a 'Current user' field with a blurred name. A blue button labeled 'ENTER CHANGED PASSWORD' is positioned below the user field. A red arrow points to this button. Below the button are two dropdown menus: 'Current language' set to 'English' and 'Color scheme' set to 'Auto'. Another yellow section header 'VIEW OF QUESTIONNAIRES' is below these. This section contains seven toggle switches for various options: 'Show explanation for the section' (off), 'Show explanation for the questions' (off), 'Show the answers' (on), 'Show the causes/reasons' (off), 'Show the photos' (on), 'Show the remarks' (on), and 'Show the answers of the sub-questions' (on).



### 9. Troubleshooting: Check connection in the App

In the settings menu, please select “synchronize now”. We would expect that a pop-up appears and disappears again in some seconds.



Uploading an inspection should work again after this.

